

Welcome Guide

A guide to help
you enjoy your
wireless service



Do More With Your Phone



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Cincinnati BellSM

Operating Your Phone

Your phone is loaded with features that are easy to use. We cover the basics here. For more detailed information, look to the user manual included with the phone.

How to Make a Call

Placing a call is easy. Provided you have already activated your phone and service, just turn your phone ON. Of course you must first make sure you have a clear signal in order to make a call. If you are on the Cincinnati Bell Local Network your phone will read “Cincinnati Bell”. If you are not connected to the Cincinnati Bell Local Network your phone may display “Cinbell USA” or “Roam”. Once you have a signal, dial the desired number (include the area code) and hit the green phone symbol. If you misdial one of the digits, simply press CLEAR to erase it; then dial in the correct number(s) and press the green phone symbol.

Hanging Up

It’s most important that you end each call by pressing the red phone symbol key, even if the other party has already hung up. Otherwise, you may be charged for additional airtime.

Traveling With Your Phone

Cincinnati Bell uses the latest technology to make traveling with your phone a snap. In

fact, Cincinnati Bell has teamed up with many national and international network providers to bring you great national and international coverage.

Traveling in Your Local Area

While you’re in your home service area, your phone will display “Cincinnati Bell”. This means you have access to your Cincinnati Bell calling features.

Traveling to Other Wireless Service Areas

You’ll be able to access your phone features and service on other wireless providers’ networks in cities across the U.S. When connected to other service providers’ networks, some of the advanced features such as Caller ID, Message Waiting Indicator and Text Messaging may not operate. As long as you’re connected to another service providers’ network with whom Cincinnati Bell has negotiated a “roaming agreement”, all calls to your phone will automatically forward to you as you travel. Your phone will recognize which service providers’ network you’re connected to within minutes of your arrival. If you are capable of receiving or placing calls, your phone should display “Cincinnati Bell”, “Roam”, or “Cinbell USA”.



Roaming Charges

You may pay roaming charges when you leave the Cincinnati Bell Local Network. The rate plan you have chosen determines if roaming charges apply outside of the Cincinnati Bell Local Network. Most Cincinnati Bell rate plans currently offered allow roaming on the CinBell USA, or the National Roaming Network without additional roaming charges. Long-distance charges may also apply, dependent on rate plan.

To inquire about plans with no roaming charges simply call customer care at (888) 391-3925.

Transferring Your Address Book

You have the ability to save contacts to your phone or to your SIM card so that you can simply take your address book with you when you switch phones in the future. To store contact information to your SIM card, from the main menu select the option labeled CONTACTS or NAMES. (The exact labels you will encounter will vary from phone to phone.) Next you'll be able to select the option to ADD A NEW CONTACT or MAKE A NEW ENTRY. Enter the name and number, and select OK.

Note: standard SIM cards are able to save 250 numbers, and only one number per name. If you need to store more than 250 contacts, you may need to purchase a SIM card with more memory.



CBW VoiceMail

When you can't or choose not to answer the phone, CBW VoiceMail takes the calls for you. VoiceMail plays your personalized greeting and records the caller's voice message 24 hours a day, seven days a week at no additional charge.

VoiceMail Takes Your Messages When:

- Your phone is turned off
- You're away from your phone
- You're talking on your phone
- You're outside of the coverage area

You Control The Costs:

- All calls answered by CBW VoiceMail domestically are free! The only time you are charged airtime is when you access and use your VoiceMail from your wireless phone
- Retrieving VoiceMail messages from any landline, touch-tone phone is free!

Setting Up & Using VoiceMail

Callers can leave voice messages as soon as you activate your phone, so it's important that you set up your VoiceMail box and personal greeting right away! You must set up your voice mailbox within 2 months or it will be removed.

Personalizing Your CBW VoiceMail Box

From your wireless phone:

- Call your 10-digit wireless phone number
- The system asks for a password. First time users, please press **1 1 1 1**
- To personalize your greeting, press **4 3 1 1 1 1**
- The system will prompt you to Save or Erase your greeting

From a landline phone:

- Call your 10-digit wireless phone number
- Press ***** to interrupt the greeting
- The system asks for a password. First-time users, **1 1 1 1** please press
- To personalize your greeting, press **4 3 1 1 1 1**
- The system will prompt you to Save or Erase your personal greeting

Personalizing Your Greeting

Here are a few sample greetings that provide your caller with different voicemail options: Numeric message, voice message, or both

- Hi, you've reached Jeff Johnson. I'm sorry I missed your call. If you'd like to leave your callback number, press **5** now and follow the instructions. If you'd like to leave a voice message, just wait for the tone. Thanks for calling.

Numeric Message For URGENT Messages Only

- Hi, you've reached Jane Smith. I'm sorry I missed your call. Please leave a message at the tone, and I will return your call as soon as possible. If this call is URGENT, please press **5** now to leave your call back number. Thanks for calling.

Voice Message Only

- Hi, you've reached Cindy Jones. I'm sorry I missed your call. Please leave a message at the tone, and I will return your call as soon as possible.

Regardless of the greeting, the caller can always press **5** during your greeting to send a numeric message to your phone.

Receiving a Numeric Message

Reading a numeric message is just like reading a text message. Refer to your Manufacturer's User Manual for complete instructions.

Retrieving Your Voice Messages

From your wireless phone:

- Call your 10-digit wireless phone number.
- Enter your password. First-time users, please press **1 1 1 1**.
- The system will tell you how many new and saved messages are in your mailbox: "You have 5 new messages and 4 old archived messages. Main Menu. To check your unheard messages, press **1 1**. To review your messages, press **1**.
- Press **1 1** to hear new messages only. The system will say: "The following 5 messages have not been heard yet. First message sent x minutes ago (or yesterday at 3:13 p.m., etc.)" Your first message will play. Erase or save the message to proceed to your next message.
- After you review a message, the system will prompt you three times to either Save or Erase a message. If you do not respond, you will be disconnected.

From a landline phone:

- Call your 10-digit wireless phone number

- Press **#** to interrupt the greeting.
- Enter your password. First-time users, please press **1 1 1 1**.
- The system will tell you how many new and saved messages are in your mailbox: "You have 5 new messages and 4 old archived messages. Main Menu. To check your unheard messages, press **1 1**. To review your messages, press **1**.
- Press **1 1** to hear new messages only. The system will say: "The following 5 messages have not been heard yet. First message sent x minutes ago (or yesterday at 3:13 p.m., etc.)" Your first message will play. Erase or save the message to proceed to your next message.

VoiceMail Quick Tips

- **Rewind to Beginning:** Press **1 1**
- **Rewind 8 Seconds:** Press **1**
- **Pause/Resume:** Press **2**
- **Fast Forward to end:** Press **3 3**
- **Fast Forward 8 Seconds:** Press **3**
- **Delete Message:** Press **7 7**
- **Lower Volume:** Press **7**
- **Reset Volume to Normal:** Press **8**
- **Save:** Press **9 9**
- **Higher Volume:** Press **9**
- **Skip to Next Message:** Press **#**
- **Return to main menu:** Press *****
- **Leave Message as New:** Press **3**
- **Replay this Message:** Press **4**
- **Hear Date/Time/Sender's Number:** Press **5**
- **Send a copy:** Press **6**
- **Delete Message:** Press **7**
- **Reply:** Press **8**
- **Save:** Press **9**
- **Other Options:** Press **0**
- **Skip to Next Message:** Press **#**
- **Return to Main Menu:** Press *****

Voice Message Waiting Indicator

Each time you receive a new message in your VoiceMail box, the system displays a Message Waiting Indicator on your phone. Message Waiting Indicator is available within the Cincinnati Bell coverage areas.

Sending Voice Messages—Without Other Person's Phone Ringing

You can easily send messages to any other CBW VoiceMail subscriber in your home area without their phone ringing.

- Enter your VoiceMail box.
- Press **2**
- The system prompts you to record your message.
- Press **#** after recording your message.
- You can replay your message by pressing **1**
- Enter the 10-digit phone number to which you want to send your message.
- Press **0** to select a special delivery option.
- Press **#** to send the message.
- You can send your message to more than one person. Just enter another mailbox number; then press **#**.

Special Delivery Options

When sending a message to others, you can select special delivery options. Before pressing **#** to send the message, press **0** then:

- Press **1** for private.
- Press **2** for urgent.
- Press **3** for message confirmation.
- Press **4** for future delivery.

Forwarding a Message Within the VoiceMail System

- After listening to your message, press **#**. When prompted, record your introductory

comment, then press **#**.

- Enter the 10-digit mailbox number or group list number. Now you may either press **#** to send, OR you may choose a special delivery option.

Note: Forwarding a message may be dependent on being able to access the Cincinnati Bell Local Network.

Group Lists

If you regularly send messages to the same group of people, it is more efficient to set up a group distribution list. This enables you to send a message to more than one person by using a two-digit code.

Creating a Group List:

- Enter your VoiceMail box.
- Press **4 2 2 1**
- Select a number from 1 to 4 digits in length for the group distribution list.
- Record a name for this group distribution list.
- Press **#** after recording the group name.
- Enter the 10-digit VoiceMail box numbers of the people you want to add to the list. They must be Cincinnati Bell Wireless VoiceMail subscribers in your home area.

Sending a Message to a Group

- Enter your VoiceMail box.
- Press **2** to record your message.
- Press **#** when finished recording your message.
- Enter the number of the group distribution list that you want to receive your message followed by **#**.
- Press **#** to send the message or **#** to select a special delivery option.

Editing a Group Distribution List:

You can edit a group list when you need to add or delete a person from your distribution list.

- Enter your VoiceMail box.
- Press **4 2 2 2 #** then enter the number of the group list you wish to edit.
- To rename press **1** or **2** to add or delete a number.
- Enter the VoiceMail box number (10-digit phone number) of the person you want to add or delete from the group distribution list
- Press **4 2 2 4** at the Main Menu to review or re-name a group distribution list.
- Press **#** when finished.

Deleting a Group Distribution List

- Enter your VoiceMail box.
- Press **4 2 2 3**.
- Enter the number of the group distribution list you wish to delete.
- Press ***** to exit.

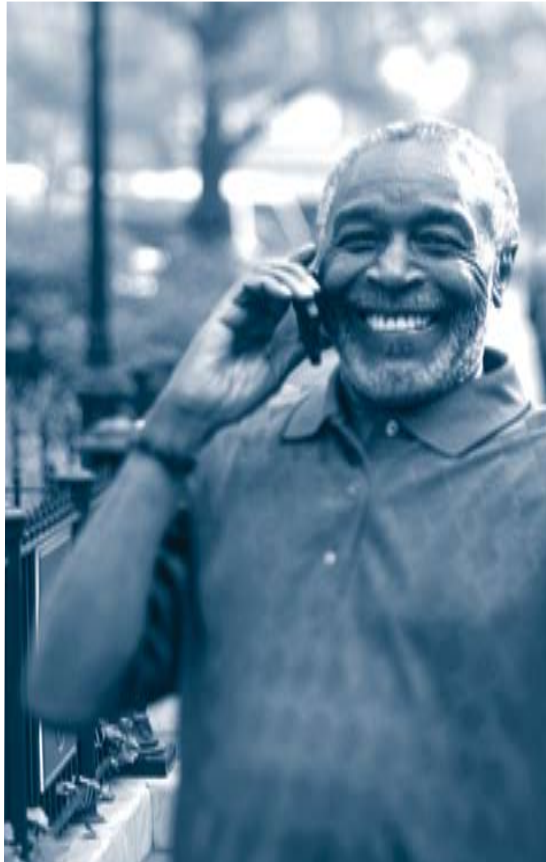
Numeric Messaging-Paging

CBW VoiceMail subscribers have access to the Numeric Messaging or Paging feature. This feature enables callers to send you a numeric message or page in addition to or in substitution of a regular VoiceMail. To use this feature you must instruct the caller to press **5** during the greeting and follow the instructions.

- Numeric messaging identifies your caller and allows you to return calls quickly
- You will need to create a VoiceMail greeting

Roaming and VoiceMail

Your CBW VoiceMail will travel with you to major cities coast-to-coast and all unanswered calls will automatically be forwarded to your VoiceMail box at no charge. To retrieve messages while roaming, always use your 11-digit number (1+ ten digit wireless number for example) to access your messages.



Voice Features

Call Forwarding

Immediately forwards incoming calls to a designated number. You will be charged \$.07 per minute for forwarded calls.

To activate:

- Select the CALL FORWARDING option on your wireless phone menu. Consult your phone's user manual to locate this option.
- Input the 10-digit number you would like the call forwarded to.

To cancel

- De-select the CALL FORWARDING option on your wireless phone.

Call Waiting

Alerts you to an incoming call when you're on the phone. Unanswered calls go into CBW VoiceMail.

To use

- When you hear a tone, press the green phone symbol to answer the second call
- To return to the original call, press the green phone symbol again
- To alternate between calls, continue to press the green phone symbol
- Press the red phone symbol to terminate both calls

Three-Way Conference Calling

Three-Way Conference Calling permits you to add a third party to a call. It can be used on either local or long distance calls.

To use

- While you're on a call, dial the phone number of the third party you want to conference in, then press the green phone symbol
- When the third party answers, press the green phone symbol to connect all three individuals
- Press the green phone symbol to disconnect the third party or press the red phone symbol to terminate the call

Caller ID

Displays the caller's number before you take the call. If a number matches that of someone in your phone's address book, you'll see their name, too. Caller ID also works with Call Waiting so you can screen and prioritize your calls. Numbers for calls you missed are stored in your phone, so you can return a call without dialing the whole number.

Caller ID Blocking

Allows you to prevent your phone number from appearing on the receiving party's Caller ID display on a per call basis. To activate, dial *** 6 7** followed by the number you're calling, then press **SEND**.

International Roaming

Cincinnati Bell has roaming agreements with many carriers overseas that may allow you to use your phone abroad. Go to our website at www.cincinnati-bell.com to view rates and coverage. International roaming requires that special

features are set up for your mobile number. Contact your sales representative or call 1-888-391-3925 to discuss international roaming options.

Directory Assistance from Cincinnati Bell

Just dial 411 from your wireless phone and you will have access to local and national directory assistance. Your calls will automatically be completed so you do not have to hang up and redial the requested number. Press the * key anytime to get back to an operator. Directory Assistance is \$1.79 per call. DA prices may vary when on the National Roaming Network.

Mobile-to-Mobile Calling

With mobile-to-mobile calling you have the benefit of using a separate bundle of minutes when you call another Cincinnati Bell Wireless customer.

For your call to qualify for mobile-to-mobile minutes:

- You must subscribe to the mobile-to-mobile offering, or it must be included on your rate plan.
- You must place a call to, or receive a call from, another Cincinnati Bell Wireless subscriber.
- You must be physically located in the Cincinnati Bell Wireless calling area.
Note: Minutes do not qualify as mobile-to-mobile when roaming.
- Caller ID must be received when you are the person receiving a call.

Calls made to VoiceMail are not classified as mobile-to-mobile calls.

Unlimited Cincinnati Bell Calling

Unlimited Calling may be added to select plans for an additional charge. With Unlimited Cincinnati Bell calling, you can call any Cincinnati Bell phone number—wireless, residential or business—any time, any day. This feature provides unlimited calls to/from any Cincinnati Bell phone number when the call is placed/received within the Cincinnati Bell Wireless Local Service Area.

Calls made to Cincinnati Bell AnyDistance Toll Free 800#'s, 411 Directory Assistance, operator "O", international calls, and forwarded calls are not included and will be charged as normal.

Fusion WiFi

Fusion WiFi improves your in home/office reception, call clarity and download speeds by allowing your mobile phone to place calls on either the standard cell phone network or your wireless high-speed internet network (WiFi). For an additional monthly charge you can also receive unlimited talk time while connected to WiFi without using your rate plan's included minutes. A Fusion WiFi enabled mobile phone is required. Certain restrictions apply, see General Terms and Conditions at the end of this guide.

Wireless Equipment Program

Life happens, and it happens to your wireless phone. That's why it's really important to protect your phone. With our Wireless Equipment Program, you can do just that for a small monthly fee. You deal directly with us, which is much easier than dealing with a costly or time-consuming manufacturer's warranty — and it never runs out. Plus, you won't pay full price for a new phone even if your phone is lost or stolen. See your salesperson or go to www.cincinnatiBell.com for more details.

Messaging & Media

The Next Generation of wireless data phones are here! Picture this. Browse that. Download tones. Play games. Email on the go. Wander the Web. Find your way. And of course, talk, talk, talk. You can:

- Browse the Internet.
- Take photos and send them to any email address or any other Cincinnati Bell phone. Requires a phone equipped with a camera.
- Send and receive email.
- Download the latest real tones, ringback tones, games, graphics and user interface themes to personalize your phone.

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Cincinnati Bell Wireless Internet Services

Have you ever wanted to look up a sports score, get a breaking news headline, or check your email but were nowhere near a PC? You can do all of that and more with your Cincinnati Bell wireless phone.

To connect to CBW Internet Services:

Simply select MENU>BROWSER or WEB>CBW INTERNET or HOME to connect to CBW Internet services. The options you see will differ depending on the phone you are using and when you visit. Cincinnati Bell is always updating these links with the latest content. Below are just some of the links on the home page.

- Download Tones & More
- Weather
- Mobile Alerts
- Cellfire Coupons
- ESPN News & Sports
- My Account
- Search
- News
- LIMBO 41414

Wireless Internet usage is charged by the data used to transfer the file or information on a kilobyte basis unless you have a monthly Wireless Internet plan. For current rate information, see www.cincinnatiBell.com.

Personalize with Downloads



Make your Cincinnati Bell wireless phone reflect your personal style. In addition to the ring-tones and graphics that come with your phone, thousands of real tones, games

& graphics and user interface themes are available for download through your phone or our website for an additional fee.

Real Tones and Ringback Tones Downloads

Real tones are almost CD-quality real music clips, sound effects and voice clips that you can use as the ringing tone you hear when people call your Cincinnati Bell wireless phone. Ringback tones are music clips, sound effects and voice clips that you can assign as a tone callers hear when calling your Cincinnati Bell wireless phone. We have a vast collection of real tones and ringback tones. Choose from many popular categories: Hip-hop, R&B, Pop, Rock, Country, Jazz, Classical, Soundtracks and much more.

Cellfire: Convenient Savings, on your Phone



Cellfire provides one stop access to big savings at your favorite national and local merchants. Use Cellfire to find coupons and discount offers on merchants in your neighborhood. Just click on the offer, show the phone to the clerk, and save! It's that simple! To learn more visit cincinnatiBell.com/Cellfire or click on the Cellfire link on the home page of your wireless device's browser.

SpinVox Voice-to-Text



Read your voicemail on your mobile phone with SpinVox, an exciting service that converts your voicemail messages to text and delivers them straight to you as SMS. There's no need

to dial in to pick up your messages, you just read them on screen. SpinVox allows you to get messages quickly wherever you are—in a meeting, at the game, or in a noisy restaurant. View all of your messages in one convenient inbox and reply by voice or text with one click. Plus, you have a visual record of who called and what they said—no more scrambling for pen and paper to write down details! With SpinVox you always get the message. To sign-up or find out more visit cincinnatiBell.com/Spinvox or call Customer Care by dialing 611 from your wireless device.

Mobile Alerts



Get up-to-the minute fun and information on your mobile phone – breaking news, cartoons, sports scores, horoscopes, stock updates, local weather, and much, much more! Cincinnati Bell Mobile Alerts delivers free videos, pictures and information right to your phone, when you want them! Nothing to download or install! You can set up your account by visiting the Cincinnati Bell Alerts Web site – cincinnatiBell.com/mobilealerts or go to the Cincinnati Bell home page on your wireless phone and click on 'Mobile Alerts'. Once registered, you can choose from a wide range of channels and delivery options – get score updates when your favorite team plays! Even

get health and diet tips delivered to you daily! If you go on vacation, you can suspend delivery, and resume whenever you are ready. It's easy, fun and informative. Sign up for Cincinnati Bell Mobile Alerts today!

Game Downloads



Killing time while waiting in line? Want to entertain your kids on a trip? Download a game to play on your phone. Choose racing, sports, puzzle, strategy, action/adventure, simulation and more!

Pix2pc



Save all of life's special moments, whether you're out with your friends, at home with the kids, or just see something that makes you want to take a picture. Even if you lose your

phone, buy a new one, or run out of memory, pix2pc has you covered. Just point, click, save and pix2pc will take care of the rest! After every photo taken, your photos will be automatically delivered to your email, your 'My Pictures' folder on your PC, and popular photo destinations such as Snapfish™, Photobucket™, Flickr™, and Blogger™. pix2pc also works with your ZoomTown email and ZoomTown Storage and Backup. To learn more or sign up, visit cincinnatiBell.com/pix2pc, login to your account and add pix2pc from the list of services. You can also call 611 or go into any retail store and ask for pix2pc.

Text Messaging

Text messaging is already active on your phone. Text messaging allows other wireless phone users to type a short note using their phone's keypad, and send it to another wireless phone. PC users can also send 150 character-long emails

to your phone using your 10 digit telephone number@gocbw.com as the email address. To illustrate, the format of the address would look something like this: 5135551212@gocbw.com

Text messaging rates can be found at anytime by visiting www.cincinnatiBell.com. To switch to a text messaging plan at any time, simply call 611 from your wireless phone.

Using text messaging is easy, just follow the instructions below.

To Send a Text Message From Your Wireless Phone:

1. From your phone's MENU, select MESSAGES
2. Select CREATE or WRITE A MESSAGE (or similar option depending on the phone model)
3. Use the key pad to type your message of up to 150 characters
 - a. Example—Type the word "Hello"
 - i. Press the 4 key twice for H
 - ii. Press the 3 key twice for E
 - iii. Press the 5 key three times for L (wait a couple seconds)
 - iv. Press the 5 key three times for L
 - v. Press the 6 key three times for O
4. Select SEND and enter recipient's number.
5. Press OK (or SEND) to send the message.
6. Once you send the message, your phone will display MESSAGE SENT letting you know the message has successfully been sent. Most messages should be delivered within a few seconds.

Helpful Hints

- If you're sending a message to a stored contact, the wireless number must contain 10 digits for the message to be sent successfully.
- For more advanced options (like using T9 Predictive text) please consult your manual.

Receive a Text Message

When you receive a numeric text message or e-mail, an envelope icon will appear on the display of your phone. Please refer to the Manufacturer's User Manual to learn how to retrieve text messages.

NOTE: Messages can be up to approximately 150 characters in length. Messages sent using the Internet are subject to variable delays as experienced throughout this public network.

Email



To access your email

Go to the Cincinnati Bell Wireless Internet services home page on your phone. You will see two options:

- 1) MY CINCINNATI BELL EMAIL or
- 2) MY INTERNET EMAIL

My Cincinnati Bell Email

Existing Cincinnati Bell email subscribers (Fuse®, ZoomTown®, etc.) may set up MY CINCINNATI BELL EMAIL with the same Cincinnati Bell email address and password that you use to log-in via your PC.

Setting Up "My Email":

The directions vary for those with and those without an existing Cincinnati Bell email box (Fuse, ZoomTown, etc.)

Those who HAVE an existing Cincinnati Bell email box (Fuse, ZoomTown, etc.)

- Select MY EMAIL and answer YES when asked "Are you an existing Cincinnati Bell email (fuse.net, zoomtown.com) customer?"
- Select EMAIL ADDRESS: and enter your existing

Cincinnati Bell email address (i.e. nobody@fuse.net, or johndoe@zoomtown.com (case sensitive)). To change the case, press the # key until you see "abc" mode instead of "Abc" mode.

- Scroll down to EMAIL PASSWORD and enter your existing email password (case sensitive).
- If you see a message asking FETCH REDIRECTED URL?, select YES.
- You should now see your existing email inbox. Subsequent returns to MY EMAIL won't require you to input your email address and email password – you'll automatically be logged in!

My Internet Email

Use this option if you have email with a provider other than Cincinnati Bell, or you wish to check a secondary Cincinnati Bell email account (up to 5 secondary email boxes can be accessed).

- Select the MY INTERNET EMAIL option, choose from one of the available options (Yahoo & MSN), and enter your email address and password.
- If your email service is not listed, visit your email provider's website using the GO TO option and enter your Username and Password. If you have difficulty accessing your other email, contact your email provider for assistance.

Multimedia Messaging Service (MMS)

Also known as "Picture Messaging", MMS allows users to create messages combining text, sound and graphics. You can send and receive images, voice clips, music, greeting cards and more. Both the sender and receiver must have a GSM phone which is MMS capable, though.

MMS messages will be charged in accordance with your mobile messaging and media plan. For current rate information, visit www.cincinnati-bell.com.

Sending/Receiving MMS Messages

There are 3 ways to send an MMS message: between phones, PC to phone, and phone to PC.

Sending an MMS from your phone

- From the main menu, select MESSAGES>CREATE MESSAGE >MULTIMEDIA MSG (on some phones these options could be reversed)
- Enter your text message. Inputting text is not required. You may send an image or a music clip with no message, if you prefer.
- If you'd like to include a picture or sound clip as well, highlight the item you wish to insert and press SELECT.
- Press SEND. To direct your message, either manually input a 10-digit wireless phone number or select a number from your phone book.

Note: Your GSM phone can receive image files that are 45KB or smaller and in the format of a JPEG, PNG, OTA-BMP, WBMP or GIF. Sound files must be in Mobile MIDI (GMX) format that are 45KB or smaller.

When sending an MMS message to a GSM phone from your PC (using your email or a website), you'll need to know the phone's address.

The GSM phone's MMS "email" address is made up of their 10-digit wireless phone number@mms.gocbw.com.
(Ex. 513555001@mms.gocbw.com)

Receiving MMS to Your Phone

- When an MMS message is received, your screen will read "Multimedia Message Received"
- To view the message, select SHOW and the

message will appear.

- If the message came from a PC, you may see a message stating that the image is attached. You can view picture attachments sent via MMS, however, the image may not be the first thing you see when you open the message. You may need to scroll down in the message in order to get to the image.

Saving an MMS Message

MMS messages will be temporarily saved in your inbox/outbox for up to 7 days. If you would like to save an image longer:

- While the MMS message is open, select OPTIONS>(some models also require that you select OBJECTS)
- Highlight the image you'd like to save, select OPEN, or SAVE PICTURE
- Next select OPTIONS>SAVE or(VIEW>SAVE on some phones)
- Some phones ask you to select the target folder where you'd like the image to be saved. Some do not give you this option.
- You will then be prompted to name the image (if the image had a name when it was sent, this name will default; however, a new name can be entered).

BlackBerry® Features

Setup Wizard

The setup wizard is designed to help you learn about typing, change options to personalize your BlackBerry® device, and set up one or more email addresses. The setup wizard takes approximately 10 minutes to complete.

1. In the setup wizard dialogue box, roll the trackball to highlight **Run Setup Wizard**.
2. Click (press) the trackball.
3. Read the setup wizard introduction.
4. Roll the trackball to highlight **Next**.
5. Click the trackball.
6. Complete the instructions on the screen.

Note: If the setup wizard dialogue box does not appear automatically, on the Home screen, press the menu key. Click **Setup Wizard**.

About EMail Setup Options

Use the following options to set up email on your BlackBerry® device:

- **BlackBerry® Internet Service option:** Use this email setup option to create a new email address for your device or to associate your device with one or more (up to ten) existing ZoomTown/Fuse or other ISP email addresses. You can set up email using this option by selecting the **I want to create or add an email address** option in the setup wizard on your device.
- **BlackBerry® Enterprise Server option:** Use

this email setup option to associate your device with a Microsoft Outlook, IBM Lotus Notes, or Novell® GroupWise® work email account and to take advantage of advanced wireless data synchronization capabilities. If your system administrator has provided you with an enterprise activation password, you can set up email using this option by selecting the **I want to use a work email account with a BlackBerry Enterprise Server** option in the setup wizard on your device. If you do not have an enterprise activation password, contact your system administrator.

Note: The available email setup options might vary depending on your wireless service plan

Add or Create an Email Address Using the Setup Wizard

1. In the setup wizard, on the email setup screen, select the **I want to create an email address** option. Click **Next**.
2. Click **Next**.
3. If necessary, click **Update Now**.
4. If necessary, click **Create New Account**.
5. To accept the terms of the license agreement, select the **Yes** option. Click **I Agree**.
6. If necessary, type a login user name and password of your choice. Type the password using the multi-tap input method for SureType keyboard styles. Click **Next**. Record your user name and password in a safe place.*
7. Complete the instructions on the screen. Use the multi-tap input method to type a password for SureType keyboard styles.

*NOTE: The newest versions of BlackBerry handheld software no longer require a BlackBerry-specific user name and password for setting up email accounts. However, if you are prompted to create such a user name and password combination, please record this information for future reference.

Moving Around the Screen

- To open the application list, press the menu key on the Home screen.
- To move the cursor in any direction and highlight items, roll the trackball.
- To select an item or follow a link, click the trackball.
- To move back a screen, press the back key.
- To return to the Home screen, press the end call key.

Open a Menu

- To open all the available actions for a highlighted item in an application, press the menu key.
- If you click an item with more than one common available action, a short menu of these available actions appears. To view more available actions for the highlighted item, press the menu key or click **Full Menu**.
- To close a menu, press the back key.

Change the Value in a Field

- Highlight a field.
- Click the trackball.
- Click a value.

Typing Basics for SureType Keyboards (Pearl Series Devices)

You can type on your BlackBerry® device using the SureType® input method or multi-tap input methods. SureType technology combines a traditional phone-style key layout with a familiar computer-style letter layout that is designed to provide a quick and comfortable typing and dialing experience. SureType technology is designed to predict words as you type them. When you use SureType technology, you press the letter key for each letter in a word once until the word appears in a list that appears on the screen.

For example, to type **run**, you would press the **R** key once, the **U** key once, and so on until **run** appears in the list.

When you use multi-tap, you press a letter key once to type the first letter on the key and twice to type the second letter. For example, to type **run**, you would press the **ER** key twice, the **UI** key once and the **BN** key twice.

SureType technology is the default typing input method for most fields. Multi-tap is the default input typing method for phone numbers and password fields.

Type Text Using SureType Technology

1. Press the letter key once for each letter in a word.
2. Perform one of the following actions:
 - To select an item from the list that appears when you type and start typing a new word, highlight the item. Press the **Enter** key.
 - To select an item from the list that appears when you type and continue typing the same word, click the item.
 - To change a letter in a word that you are typing, highlight the letter. Click the alternate letter that appears on the screen.
 - To change a letter in a word after you finish typing the word, click the word. Highlight the letter. Click the alternate letter that appears on the screen.

Type Text Using Multi-tap

- To type the first letter on a key, press the letter key once.
- To type the second letter on a key, press the letter key twice.

Note: For more information about typing, making calls, sending emails, sending SMS messages, adding contacts, taking pictures, recording a video, visiting web pages, scheduling appointments, pairing with Bluetooth enabled devices, or connecting to Wi-Fi (where applicable), please reference the Getting Started Guide and Tips documents included in the product box of your BlackBerry® smartphone.

Billing Information

Billing and Return Policies

Refer to the General Terms and Conditions for Service at the back of this booklet so that you understand how you will be billed and the return policies that apply to your phone.

Bill Info-what To Expect On Your First Bill

You'll receive a bill for your Cincinnati Bell Wireless service every month. Your first bill will probably arrive within the first two weeks of service and will include:

- Prorated monthly service charges and actual usage charges from the time you activated your account through that billing date. Your first bill will be prorated. Prorated billing means that you will get a partial bill based on the number of days in your billing cycle and the number of minutes used. See your sales representative for a detailed explanation of your billing cycle.
- A one-time activation fee will apply (on first bill only).
- Fees for any local calls in excess of the minutes included in your monthly Calling Plan.
- Charges for any roaming or long distance calls billed by Cincinnati Bell Wireless.
- Any service fees for optional features.
- Any applicable taxes.

Changing Rate Plans

You can change your rate plan whenever you like by calling 611 from your wireless phone or 1-888-391-3925. We are available 24x7 to meet your needs.

Tracking Your Usage

Visit www.cincinnatiBell.com, select "My Account" at the top of the screen, and log in to your account. Once you've logged in, choose the "My Services" tab. Click on your wireless phone number to view your current usage. You can also set alerts so you'll be notified via text message when you've reached a certain number of minutes during the month.

Combined Billing and Online Billing

If you're a Cincinnati Bell Telephone customer, you may be able to select the Combined Billing Option. This allows you to combine your regular phone service and your wireless service onto one bill, saving you the trouble of making two payments. The combined Billing Option takes effect on your second Cincinnati Bell Wireless bill. To see if you qualify for combined billing, contact 1-888-391-3925. Charges appearing on the combined bill are for the previous month's service. You can also choose to view your bill online, why not go ahead and pay it electronically with eBill? It's a free service that makes bill paying a snap. As an eBill user, you'll get an email each month when your bill is ready. Simply click on the link provided in the email, review your bill, and pay using a credit card or by debiting your bank account directly.

Questions & Answers

IF MY PHONE IS OFF, WILL ANY CALLERS AUTOMATICALLY REACH MY CBW VOICEMAIL?

Yes. Callers can leave you a VoiceMail message at any time. However some initial setup is required before you can begin retrieving messages. See page 4 for instructions to set up your voicemail box.

CAN I RECEIVE TEXT MESSAGES ON MY PHONE?

Yes. CBW Text Messaging is a standard feature which allows text messages to be sent directly to your phone.

CAN I RECEIVE EMAIL ON MY PHONE?

Yes. There are three options:

1. Email is sent directly to your phone. The address is based on your 10-digit wireless phone number (i.e. 5135550001@gocbw.com).
2. You can access Fuse, ZoomTown or other email services through our Wireless Internet Services.
3. Email can be sent via WAP to your phone. The address is based on your 10-digit wireless phone number. (i.e. 5135550001@mms.gocbw.com)

HOW CAN I TELL IF I'M OUTSIDE MY HOME SERVICE AREA?

When you're within the Cincinnati Bell Local Service Network, your phone will show "Cincinnati Bell". If you leave the service area, the phone may display "CINBELL USA" or "ROAM".

WILL I PAY ROAMING CHARGES IF I TRAVEL TO ANOTHER CITY?

Most new Cincinnati Bell Wireless rate plans now include nationwide roaming at no additional charge. However, there are older rate plans which do not, and you may pay roaming charges if you leave the Cincinnati Bell Local Service Network.

WHAT ADVANCED FEATURES ARE AVAILABLE ON CINCINNATI BELL GSM PHONES:

- email
- web browsing
- picture messaging (MMS)
- download ringtones, graphics and games
- use phone as a modem*
- international roaming**

* depends upon phone capabilities, consult your phone's user manual
** contingent on roaming agreements with international carriers, go to www.cincinnatiBell.com

CAN I USE MY PHONE AS A MODEM?

Many phones offer this feature. Being able to use your Cincinnati Bell wireless phone as a modem connected to your computer with cables, Bluetooth or infrared requires additional data features on your account. Call Customer Care at 1-888-391-3925 for information. Check your phone's user manual for instructions.

CAN I USE MY GSM PHONE INTERNATIONALLY?

There are several wireless plans which are equipped to be used abroad. To check if your phone is equipped, and to request international calling access, call 1-888-391-3925.

WHAT HAPPENS WHEN I TRAVEL OUTSIDE OF THE CBW LOCAL SERVICE AREA?

Cincinnati Bell Wireless has teamed up with many national and regional network service providers in an effort to provide you extensive national network access. In Cincinnati and Dayton, your phone will operate on the Cincinnati Bell Wireless state-of-the-art Local Network. Outside of this service area, you'll continue to receive the same quality digital or GSM/GPRS service and advanced features in many cities across the U.S.

WHERE WILL MY PHONE FEATURES WORK?

Most if not all of your phone's features such as voice mail, caller ID, and call waiting should operate in most major metropolitan areas and may be available elsewhere depending on the capabilities of the wireless network service provider in that area.

WHAT IF MY PHONE STOPS WORKING?

Cincinnati Bell offers a warranty rapid repair program for an additional fee per use. We also offer a Wireless Equipment Program for a small monthly fee. If you experience problems with your wireless phone, while in-warranty, or out, we've got you covered with the following options:

- 14-day Satisfaction Guarantee: If you are unhappy with your wireless phone for any reason, within 14 days of the original purchase, simply return it to us in its original condition (including the box) along with your receipt. Refunds are issued in the method of

purchase, except cash purchases over \$50, which will be refunded by check within 30 days. Service Activation Fee and any airtime used are not refundable. The 14-day Equipment Satisfaction Guarantee does not apply to abused, lost or stolen phones. A restocking fee will apply if the returned phone is not in new condition.

- In-Warranty Rapid Repair: Manufacturers provide warranties with their phones, but repairing a phone through the manufacturer may take many weeks. For your convenience, Cincinnati Bell offers a Rapid Repair program for a one-time fee. During your first year of ownership (for most models**), if you have a warranty problem with the handset, visit a Cincinnati Bell store or call Customer Care at 1-888-391-3925. If basic trouble shooting does not fix the problem, your phone will be sent for repair and returned within 10 business days. You may receive a loaner phone while you are waiting.

** Cincinnati Bell may, at its sole discretion, exclude certain phone models from the warranty rapid repair program, including but not limited to Firefly, palmOne Treo, and BlackBerry devices.

- Out-of-Warranty Replacement Policy: If your phone is out of warranty, you may be eligible for new customer discounts. Simply stop in any Cincinnati Bell store to check discount your discount eligibility and to purchase a new phone.

AM I RESPONSIBLE FOR THE LOSS OF MY WIRELESS PHONE?

Yes. If your phone is lost or stolen contact Cincinnati Bell Wireless immediately at 1-888-391-3925 or go to www.cincinnatiBell.com so we can discontinue or suspend the service on your phone. Get extra protection for

lost/stolen phones when you subscribe to the Wireless Equipment Program.

WHAT IF I NEED TO CHANGE MY CALLING PLAN SELECTION?

If you would like to change to a different rate plan just call 1-888-391-3925. Some plans may have additional terms and conditions which may apply. In addition, our Customer Care team can analyze your current billing plan and help you determine if there's a more cost-effective plan for you. Call Customer Service at 1-888-391-3925 for assistance.

HOW CAN I ADD FEATURES AND SERVICES OR PURCHASE ACCESSORIES?

For information on features and services, email or visit us at www.cincinnatiBell.com. If you are interested in purchasing additional accessories, stop by any of our Cincinnati Bell Store locations or visit the website.

WHO CAN I CALL IF I HAVE QUESTIONS CONCERNING MY SERVICE OR NEED ASSISTANCE?

Most of your questions can be answered by calling 1-888-391-3925. We're there for you 24 hours a day, 7 days a week. You can also go to our Web site at www.cincinnatiBell.com.

DO YOU HAVE A SATISFACTION GUARANTEE?

If you are not fully satisfied with your Cincinnati Bell wireless phone, you can return it within the first 14 days of purchase. Take your phone to the store where the purchase was made, along with all of the original packaging, contents and the proof of purchase. If you have questions about service, call us 24 hours a day, 7 days a week at 1-888-391-3925. Any charges for your monthly service or usage fees will not be credited.

HOW DO I PROTECT MY PHONE FROM UNAUTHORIZED USE?

Would you like to make sure that others can't use your phone (and your airtime) without your consent? Just follow these simple steps. Once activated, your phone will require the user to enter a password each time it's turned on.

- Go to SETTINGS>SECURITY>PIN CODE REQUEST
- To turn your PIN code request on, you will be prompted to enter a 4 to 8 digit phone code (that you create)
- Call Cincinnati Bell Customer Care at 1-888-391-3925 to obtain a PIN/PUK code to enter at the prompt.

Note: You will have 10 chances to correctly enter this code. If you incorrectly enter 10 times, you will see "SIM Blocked" and should visit your nearest Cincinnati Bell Wireless location to purchase a new SIM card.

CAN I RECEIVE MY VOICEMAIL AS A CONVERTED TEXT MESSAGE TO MY PHONE?

Yes. SpinVox® will convert all of your voicemails into a text message and deliver it to your handset for a small fee. For additional information or to sign up for service visit cincinnatiBell.com/spinvox or call Customer Care at 1-888-391-3925.

IF I DELETE THE CONVERTED TEXT MESSAGE, WILL I LOSE THE VOICEMAIL MESSAGE TOO?

No. The message will be stored in your voice-mail box as normal and subject to the existing rules on how long messages remain until they are automatically deleted. You may also need to manually go into your mailbox and delete messages depending on the volume you receive.

General Terms & Conditions

This is an agreement ("Agreement") for wireless radio telecommunications services and related services and/or features ("Service") between you and Cincinnati Bell Wireless LLC ("Cincinnati Bell," "us," "we," or "our"), which is licensed to provide Service in the area associated with your assigned telephone, data and/or messaging number(s) ("Number"). The term "Device" means wireless receiving and transmitting equipment that we have authorized to be programmed with the Number and any accessories. IF YOU USE THE SERVICE OR THE DEVICE, YOU CONSENT TO THE TERMS AND CONDITIONS SET FORTH IN THIS AGREEMENT. IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, DO NOT USE THE SERVICE OR DEVICE AND NOTIFY US IMMEDIATELY TO CANCEL SERVICE.

1. SERVICE

a. Term: The term of this Agreement for each Number or Device depends on the Calling Plan, feature or promotion you select and is described in a separate Cincinnati Bell Wireless Calling Plan or Rate Plan ("Calling Plan"), Welcome Guide brochure or in feature or promotional materials (collectively, "Sales Information"), all of which is incorporated by reference into this Agreement. The term of this Agreement for each Number or Device begins on the date we activate Service for that Number or Device. IF YOU SELECT A CALLING PLAN, FEATURE OR PROMOTION WHICH REQUIRES A FIXED TERM OF MORE THAN ONE MONTH (SUCH AS A TWO-YEAR PLAN), YOU AGREE TO PURCHASE SERVICE FOR THE FULL TERM. After the fixed term expires, or if you are not on a fixed term (such as a "monthly" plan), this Agreement will continue on a month-to-month basis until terminated by either party with advance notice, if required in your Calling Plan. IF YOU SELECT A CALLING PLAN, FEATURE OR PROMOTION WITH A FIXED TERM, YOU MAY TERMINATE THIS AGREEMENT WITHIN 14 DAYS (30 DAYS FOR BUSINESS ACCOUNTS) AFTER YOUR ACTIVATION DATE WITHOUT OWING ANY CANCELLATION FEE. IF YOU TERMINATE MORE THAN 14 DAYS (30 DAYS FOR BUSINESS ACCOUNTS) AFTER YOUR ACTIVATION DATE, BUT BEFORE THE END OF YOUR FIXED TERM, OR WE TERMINATE FOLLOWING YOUR DEFAULT, YOU WILL BE IN MATERIAL BREACH OF THIS AGREEMENT. YOU AGREE OUR DAMAGES WILL BE DIFFICULT OR IMPOSSIBLE TO DETERMINE AND AGREE TO PAY US, AS A REASONABLE ESTIMATE OF OUR DAMAGES AND IN ADDITION TO ALL OTHER AMOUNTS OWING, A CANCELLATION FEE FOR EACH NUMBER OR DEVICE (THE ACTUAL AMOUNT OF WHICH, IF ANY, IS REFLECTED IN THE CALLING PLAN, CONTRACT, OR FEATURE OR PROMOTIONAL MATERIALS).

b. Distribution of equipment to business accounts: Cincinnati Bell Wireless' initial delivery of cellular phone equipment will be made to your designated employee population over a scheduled period of time (to be determined) so as not to adversely affect your business operations. We

will provide each of your employees with (a) his/her corporate cellular phone, (b) training on the functions of the equipment, and (c) specifics surrounding the Service including but not limited to local area coverage, billing and roaming/long distance charges.

c. Rates. Your Service rates and other charges and conditions for each Number or Device are described in your Calling Plan and Welcome Guide (if applicable), each of which is incorporated by reference into this Agreement. If you lose your eligibility for a particular Calling Plan, we may change your Calling Plan upon prior written notice to you. If you misrepresent your eligibility for any Calling Plan, you agree to pay us the additional amount you would have been charged under the most favorable Calling Plan for which you are eligible. If you select a Calling Plan that includes a predetermined allotment of Services (for example, a predetermined amount of airtime, or text messages), unused allotment of Services from one billing cycle will not carry over to the following billing cycle. If your Calling Plan requires other products or services provided by Cincinnati Bell Wireless or one of our affiliates, and use of those products or services is terminated, we may change your Calling Plan (and corresponding rates) to a plan with comparable included minutes with no prior notice. If you activate Service on behalf of an entity, but were unauthorized to do so, you will be personally responsible for all charges to the account and will be fully bound by this Agreement as though you had activated Service on your own behalf.

d. Availability/Interruption. Service is normally available to your Device when it is within the operating range of our system and may be available outside of that area in other participating carrier service areas. Service functionality may vary when outside our system. Service is subject to transmission limitation, reduction in transmission speed, or interruption caused by weather, your equipment, terrain, obstructions such as trees or buildings, or other conditions. Service may be limited in some areas where coverage is not available or may be temporarily limited or interrupted due to system capacity limitations, system repairs or modifications, or in response to suspected fraud, abuse, misuse of the network, hacking or malicious viruses. Interruption may also result from nonpayment of charges by you. We may, without notice, block access to certain categories of numbers (e.g. 976, 900 and certain international destinations) or certain web sites if, in our sole discretion, we are experiencing excessive billing, collection, fraud problems or other misuse of our network. We may, but do not have an obligation to, refuse to transmit any information through the Service and may screen and delete information prior to delivery to you or the Device as permitted by law. Some aspects of the Service may be temporarily unavailable if personal information is provided by a child under the age of 13. Without parental consent, children under the age of 13 will not be able to use certain aspects of the Service as required by applicable law or regulation. Certain devices may be incompatible with TTY, so TTY users may be unable to make emergency calls.

e. Use of Service/Device/Number. Reproduction, retransmission, dissemination or resale of Service is prohibited without prior written contractual arrangements with us, and any required regulatory approvals. You are responsible for all content that you transmit through your phone. Cincinnati Bell Wireless has the right to interrupt or restrict Service to your number without prior notice if Cincinnati Bell Wireless suspects fraudulent or abusive activity, or in our efforts to combat fraudulent use. Abnormal calling patterns, including repeated calls of an extended duration or a large number of repetitive calls to a particular number or numbers, may be considered abusive. Resale of Service is prohibited without prior written contractual arrangements with Cincinnati Bell Wireless and any required regulatory approvals. Your Device

has been manufactured to operate exclusively with Service provided by us. The Device cannot be activated with any other wireless carrier. You are responsible for ensuring that your Device is compatible with our Service and meets federal standards. Your Device may contain preinstalled software necessary to use our Service. By using our Service, you agree to abide by the terms and conditions of any applicable software license. You have no ownership rights to the Number, any e-mail address or any other identifier provisioned by us, our agents or the manufacturer of your Device and agree we may change any such Number, e-mail address or any other identifier at any time with or without prior notice to you. You may not program the number into any equipment other than the phone or change the electronic serial number (ESN) or Equipment Identifier (EID) of the phone. You consent to receiving advertising alerts and other broadcast messages from our authorized agents or us. You can only activate a limited number of promotions on each Number.

f. Unauthorized Usage. You agree not to use the Device or Service for any unlawful, unauthorized or abusive purpose or in any way that damages our property or others' property, or interferes with, harms or disrupts our system or other operators' systems or other users. You will comply with all laws while using the Service and you will not transmit any communication or data that would violate any applicable federal or state laws, court order, or regulation, or would likely be offensive to the recipient. You are responsible for all content you transmit using the Service. You may not install any amplifiers, enhancers, repeaters or other devices that modify, disrupt or interfere in any way with the radio frequency licensed to us to provide Service. If your Device, user name or password is stolen or Service is fraudulently used, you must immediately notify us and provide us with such documentation and information as we may request (including affidavits and police reports). Until you notify us, you will remain responsible for all charges. You agree to cooperate with us in any fraud investigation and to use any fraud prevention measures we prescribe. Failure to provide reasonable cooperation may result in your liability for all fraudulent usage.

g. Use of Roaming Plans. If you select a Cincinnati Bell Wireless Calling Plan or Rate Plan that includes roaming in areas outside of the Cincinnati Bell Wireless digital network ("Local Service Area"), your principal residence must be within the eligible Cincinnati Bell Wireless Local Service Area. If your account is a business account, you agree on behalf of such business entity that your principal business location is within the eligible Cincinnati Bell Wireless Local Service Area. Additionally, each Device must maintain a minimum of 30% of your overall wireless usage (as measured on a quarterly basis) on the Cincinnati Bell Wireless Local Service Area. If you fail to maintain this minimum level of usage during any three-month period, we may suspend Service with or without prior notice to you, and terminate this Agreement.

h. Use of Wireless Data Service Plans. The end-user's principal residence must be within an eligible Cincinnati Bell Wireless Local Service Area. For corporate responsibility customers, the end-user's principal residence or principal business address must be within an eligible Cincinnati Bell Wireless Local Service Area. Your Sales Representative is available to provide address verification upon request. Eighty Percent (80%) of all usage on Unlimited Wireless Data Plans must be within Cincinnati Bell Wireless Local Service Area. Wireless Data Plans may be used with wireless devices for the following purposes: (i) Internet browsing; (ii) e-mail; (iii) intranet access (including access to corporate intranets, e-mail and individual productivity applications like customer relationship management, sales force and field service automation). These plans may not be used with service devices or with host computer applications. Prohibited uses include, but are not limited to, Web

camera posts or broadcasts, continuous JPEG file transfers, automatic data feeds, telemetry applications, automated functions or any other machine-to-machine applications (i.e. FTP). Data sessions cannot be used as a substitute for private lines or frame relay connections. To use Cincinnati Bell Wireless devices as a modem integrated to a laptop computer, service devices or with host computer applications, Subscriber must select an appropriate Tethering Premium Service Plan in addition to Subscriber's monthly Wireless Data Service Plan. Tethering Premium Service Plans are not permitted for use while roaming internationally. Standard Wireless Data Service access (Intranet browsing, e-mail, intranet access) for handsets other than BlackBerry and Windows Mobile smartphones are permitted to roam internationally and will be billed at a cost of \$0.0195/kb. BlackBerry and Windows Mobile smartphones require an International Premium Feature while roaming internationally. Your Sales Representative can explain current international features and pricing. Cincinnati Bell Wireless reserves the right to deny or terminate service, without notice, to any person that uses Cincinnati Bell Wireless' network in any manner prohibited above or when usage adversely impacts the Cincinnati Bell Wireless network or service levels. Roaming charges outside the Cincinnati Bell National GSM Network will be billed according to your Wireless Data Service Plan rates. Pay-per-use or overage data usage is billed at \$0.05 Kbyte in the Cincinnati Bell National GSM Network and while roaming outside the US and Canada.

i. International Voice Roaming. In order to qualify for International Services, Cincinnati Bell Wireless Subscriber must meet certain credit criteria, and may not have been suspended for non-payment within the last 6 months preceding the effective date of this Agreement. Cincinnati Bell Wireless offers international roaming service to many frequently traveled countries through our GSM international roaming partners. You must have a GSM Next Generation phone that is capable of working on the international frequencies 900 MHz and 1800 MHz. Cincinnati Bell Wireless recommends using quad-band devices compatible with both the domestic and the international frequencies. International roaming voice usage will be billed at \$1.99/minute plus International Long Distance charges where applicable. Regular Text Messaging rates apply. While roaming on a GSM partner's network outside of the U.S., unanswered calls forwarded to voice mail will be billed \$1.99 per minute if your device is turned on.

j. Use of SpinVox Service. Cincinnati Bell is not responsible for errors in the conversion of voice messages to text nor for content that is unlawful, harmful, threatening, abusive, vulgar, obscene, tortious, or racially, ethnically or otherwise objectionable. The service provides as accurate a conversion of the voice message as possible, although a user may still need to listen to the voice message for content. There are no controls or filtering of messages. In some instances, a third party agent may be used to assist in the translation of individual words or small portions of a voice message. Out of Bucket Usage is \$0.22 per conversion.

k. Use of Fusion WiFi Service. Fusion WiFi is an add-on feature to qualifying mobile rate plans and requires the purchase of a Fusion WiFi capable wireless handset. Fusion WiFi not available to i-Wireless. Fusion WiFi subscribers may pay a monthly fee to receive unlimited Fusion WiFi talk time while connected to a WiFi location. Unlimited Fusion WiFi talk time only applies when call is initially received or made when connected to a WiFi location and does not apply to text or data usage. The handset's Fusion WiFi indicator must be shown at the initiation of a call for the call to be rated as Fusion WiFi; no portion of a call initiated on the GSM wireless network will be rated as a Fusion WiFi call. Calls initiated on the GSM network will be billed in accordance with your

mobile rate plan. If you do not subscribe to Unlimited Fusion WiFi you will be billed for Fusion WiFi usage in accordance with your mobile rate plan. You may not be able to access all WiFi networks that are visible on your handset. You will only be able to connect to non-secured/open WiFi networks or secured networks for which you have the SSID & security code. Fusion WiFi call performance may vary based on number of users on same access point at once and in-building interference sources. IMPORTANT NOTICE: Emergency 911 calls on your Fusion WiFi handset require ability to connect to the GSM wireless network. 911 calls initiated on WiFi will be routed to the GSM network for completion to emergency services where the GSM network is available. 911 calls initiated on WiFi where GSM coverage is not available WILL NOT BE COMPLETED. Cincinnati Bell is not responsible for the failure to complete a 911 call where GSM coverage is not available.

2. CHARGES/PAYMENTS/DEFAULT

a. Generally, you are responsible for paying all charges to your account, including but not limited to: airtime, access, features, voice mail delivery, data usage, text messages, downloadables, alerts, roaming, long distance, directory and operator assistance charges, the price of the Devices and accessories, shipping/handling fees, and any taxes, surcharges, fees, assessments, or recoveries imposed from time to time on you or us as a result of use of the Service on your account or the purchase of goods. You may receive a separate bill for your long distance charges. We reserve the right to deliver some or all of your long distance calls to a long distance provider of our choice. For all incoming and outgoing Service, the length of the call will be measured beginning when the "SEND" (Send) or "Yes" key is pressed and ending the earlier of when the "End", or "No" key is pressed or our system terminates the call. If an incoming call has been forwarded to another phone number, you will be charged for the entire time that our switch handles the call. Airtime usage on each call is billed in full minute increments, with partial minutes rounded up to the next full minute. For calls made from or received in your home area (as defined in your Calling Plan), you will not be charged for busy or unconnected calls if you press "End" or "No" within a reasonable time. If your Device is used as a pager, you will be charged for messages as described on your Calling Plan. You are responsible for all data usage sent through our network and associated with the Device, regardless of whether the Device actually receives the information.

b. Taxes, Surcharges and Other Fees. Various taxes, surcharges, fees, and other assessments are imposed relating to the Service we provide to you, goods or services you purchase, and the wireless network and equipment used in providing the Service. We will determine, in our reasonable discretion, the taxes and other assessments that you are responsible to pay and the amounts of such charges. These may include federal, state or local taxes, surcharges or fees, as well as assessments to defray costs for federally mandated programs such as enhanced 911 service, local number portability and number pooling. You are responsible for paying these taxes and other assessments, regardless of whether they are assessed on you or us. To determine which jurisdictions' taxes and other assessments to collect, federal law requires us to obtain your Place of Primary Use ("PPU"), which must be your residential or business street address and must be within our licensed service area. You agree to provide us your PPU and to promptly notify us of any changes in your PPU. If you do not provide us with an appropriate PPU, we may reasonably designate one for you. On certain Rate Plans, your PPU must be your residential address.

c. Billing and Payment. We will provide your bill in a format we choose, which may change from time to time. Payment of all charges is due within 20-days of your bill cycle date. You will receive one bill for all

Service associated with each Device. Billing cycle end dates may change from time to time. When a billing cycle covers less than or more than a full month, we may make reasonable adjustments and prorations. When terminating service, the charge for your voice Calling Plan and features will not be prorated for your final partial month of service. Service may be billed in a subsequent month due to delayed reporting between carriers; this service will be charged as if used in the month billed. If you have authorized payment by credit card, no additional notice or consent will be required for billings to that credit card or account. You agree to notify us promptly if your credit card is terminated, lost or stolen or when the authorized date changes.

d. Late Payments/Disputes. Time is of the essence for payment. Therefore, you agree to pay us a late payment fee for amounts over \$25.00 unpaid 30 days after the date of the invoice in an amount equal to the greater of (i) 2.0% of the balance, (ii) \$5.00, or (iii) the maximum amount allowed by law. Acceptance of late or partial payments (even if marked "Paid in Full") shall not waive any of our rights to collect the full amount due under this Agreement. We will assess an additional fee not to exceed \$25.00 for any check or electronic payment returned for nonpayment and we may, without notice to you, suspend Service and/or terminate this Agreement, in addition to all other remedies. All amounts due, including disputed amounts, must be paid by the due date regardless of the status of any objection. All communications concerning disputed amounts owed, including any instrument tendered as full satisfaction of the amounts owed, or stipulating any other conditional action, agreement or proposed resolution of any dispute must be (i) in writing, (ii) marked "Billing Dispute" on the outside of the envelope, (iii) sent to our address contained on the invoice, and (iv) received by us within 30 days after receipt of the invoice.

e. Default/Termination. If you fail to pay any amount owed to us or an affiliate of ours within 30 days after the date of the invoice, or if you have amounts still owing to us or an affiliate of ours from a prior account, or if you breach any representation to us or fail to perform any of the promises you made in this Agreement, or if you are subject to any proceeding under the Bankruptcy Act or similar laws, you will be in default and, after you receive at least 10 days notice of any such suspension or termination, we may suspend Service and/or terminate this Agreement as permitted by law, in addition to all other remedies available to us. We may require reactivation charges to renew Service after termination or suspension. Upon termination and/or porting the Number to another carrier, you are responsible for paying all amounts and charges owing under this Agreement, including any applicable cancellation fee. You agree to pay all costs including reasonable attorneys' fees, collection fees, and court costs we incur in enforcing this Agreement through any appeals process. If your Service is suspended under this provision, we will have no obligation to re-establish Service under the same Calling Plan that you were under at the time the suspension went into effect. In the event the Calling Plan you were under is no longer offered at the time service is re-established, we will offer you a replacement Calling Plan that may contain less favorable rates and terms than you had previously. Requests for termination of service (voluntary cancels) must be made directly by the customer (the responsible party). We will not process cancellation requests made by other parties, i.e. relatives, sales representatives, authorized agents or competitors, except where you have ported your number to another service provider.

f. Deposits/Service Limits/Credit Reports/Return of Balances. You authorize us to ask consumer reporting agencies or trade references to furnish us with employment and credit information, and you consent to our rechecking and reporting personal and/or business payment

and credit history. We may require a deposit or set a service limit to establish or maintain Service. The deposit will be held as a partial guarantee of payment. It cannot be used by you to pay your bill or delay payment. Unless otherwise required by law, deposits may be mixed with other funds and will not earn interest. We may require you to increase your deposit at any time to reflect your estimated monthly charges based on actual usage or our reevaluation of your ability to pay. You may request that we re-evaluate your deposit on an annual basis, which may result in a partial or total refund of the deposit to you or credit to your account. If you default or this Agreement is terminated, we may, without notice to you, apply any deposit towards payment of charges due. After approximately 90 days following termination of this Agreement, any remaining deposit or other credit balance in excess of \$10 will be returned without interest to you at your last known address. You agree any amounts under \$10 or amounts, which are undeliverable, will be debited to cover the extra costs of closing your account.

g. Account Information. Any person able to provide your name, address, the last four digits of your social security number (or for business customers other information we deem sufficient), and the Number, will be deemed authorized by you to receive information about and make changes to your account, including adding new Service. If you are receiving Service on a business Rate Plan through your employer, you authorize us to share your account information with your employer. You consent to disclosure of any information about you to any person as permitted by law if any device programmed with your Number calls an emergency service number such as 911 or, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of communications or justifies disclosure of records without delay.

h. Customer Proprietary Network Information ("CPNI") Consent. Under federal law, you have a right, and we have a duty, to protect the confidentiality of information about the amount, type and destination of your wireless service usage (collectively, CPNI). You consent to us sharing your CPNI with Cincinnati Bell Inc., its affiliates and its contractors, to develop or bring to your attention any products and services, or in the event of any merger, sale of some or all of the company assets or acquisition as well as in any insolvency, bankruptcy or receivership proceeding in which CPNI or other personal information would be transferred as one of the business assets of the company. This consent survives the termination of your Service and is valid until you revoke it. To revoke your CPNI consent at any time, notify us in writing at Cincinnati Bell Wireless, 221 East Fourth Street, Cincinnati, Ohio 45202, providing your (1) name, (2) home address, (3) home telephone number (including area code), (4) wireless Number (including area code), (5) Service billing address, and (6) Service account number. Revoking your CPNI consent will not affect your current wireless service.

3. CHANGES TO THIS AGREEMENT

Cincinnati Bell reserves the right to amend the terms of this Agreement, including the Welcome Guide, at any time without notice. You agree to be bound by the General Terms and Conditions set forth in the most current version of this Agreement, which is available at www.cincinnatibell.com or at any Cincinnati Bell retail location. However, we will notify you (as provided in Section 6) if we modify a material term of this Agreement which would be materially adverse to you, including any change to the charges or conditions of your Service, prior to the billing period in which the changes would go

into effect. If the changes have a materially adverse effect on you, you may terminate the Agreement by giving us notice within 20 days of the date of our notice without incurring an early termination fee, if one applies. If you use the Service more than 20 days after we have notified you of a change, you agree to that change. You may change Service by notifying us and paying our standard charges, including any applicable early cancellation fees, and by complying with any other of our requirements to accomplish the change. The change will take effect by your next billing cycle. If you transfer to a Calling Plan having a term, which is shorter than your previous Calling Plan, you may remain obligated for the term of the previous Calling Plan. If we allow you to suspend your account for a temporary period, we may extend the term of your Agreement by the length of the temporary suspension.

4. LIMITATIONS.

The parties intend that the limitations on liability, warranty and damage awards provided for in this Agreement will apply to the fullest extent allowed by law. Some jurisdictions do not allow the exclusion of certain warranties or the waiver, limitation or exclusion of liability for punitive, incidental or consequential damages, or for intentional or willful conduct in some circumstances. To the extent that any of these limitations are not permitted by applicable law, they will not apply to you.

a. Limitation of Liability. WE ARE NOT LIABLE FOR ACTS OR OMISSIONS OF ANOTHER SERVICE PROVIDER OR ANY THIRD PARTY PROVIDERS OF SERVICES RELATED TO USE OF THE DEVICE OR SERVICE, FOR INFORMATION PROVIDED THROUGH YOUR DEVICE, LACK OF PRIVACY OR SECURITY EXPERIENCED WHEN USING THE DEVICE, EQUIPMENT FAILURE OR MODIFICATION OR CAUSES BEYOND OUR REASONABLE CONTROL, INCLUDING WITHOUT LIMITATION ANY REPRESENTATIONS THAT THE SERVICES WILL BE ERROR-FREE, UNINTERRUPTED, OR FREE FROM UNAUTHORIZED ACCESS (INCLUDING THIRD PARTY HACKERS OR DENIAL OF SERVICE ATTACKS). WE ARE NOT LIABLE FOR SERVICE OUTAGES OF 24 HOURS OR LESS, NOR FOR SERVICE LIMITATIONS OR INTERRUPTIONS, AS DESCRIBED IN PARAGRAPH 1.D ABOVE. OUR LIABILITY AND THE LIABILITY OF ANY UNDERLYING CARRIER FOR ANY FAILURE OR MISTAKE SHALL IN NO EVENT EXCEED OUR SERVICE CHARGES DURING THE AFFECTED PERIOD. TO THE FULLEST EXTENT ALLOWED BY LAW, WE WAIVE ALL CLAIMS OF LIABILITY FOR ANY INCIDENTAL, PUNITIVE, SPECIAL, OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR GOODWILL, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH LOSS. THE LIMITATIONS IN THIS SECTION 4 SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY AND APPLY WHETHER THE CLAIM IS BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STATUTE, FRAUD, MISREPRESENTATION, OR OTHER LEGAL OR EQUITABLE THEORY. WE ARE NOT LIABLE FOR (i) INJURIES TO PERSONS OR PROPERTY ARISING FROM USE OF THE SERVICE, THE DEVICE OR ANY EQUIPMENT USED IN CONNECTION WITH THE DEVICE OR (ii) THE INSTALLATION OR REPAIR OF THE DEVICE BY ANY PARTIES WHO ARE NOT OUR EMPLOYEES. WE ARE NOT LIABLE FOR ANY ACT ASSOCIATED WITH THE PROPER EXERCISE OF RIGHTS UNDER THE PRIVACY AND/OR UNAUTHORIZED USAGE PROVISIONS OF THIS AGREEMENT. THIS PARAGRAPH SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

b. Indemnification. YOU AGREE TO DEFEND, INDEMNIFY, AND

HOLD US, OUR AFFILIATES AND AGENTS AND ANY OTHER SERVICE PROVIDER, HARMLESS FROM CLAIMS OR DAMAGES RELATING TO THIS AGREEMENT OR YOUR PROMISES OR STATEMENTS MADE IN THIS AGREEMENT AND USE OF THE DEVICE OR SERVICE UNLESS DIRECTLY AND SOLELY ATTRIBUTABLE TO OUR SOLE NEGLIGENCE. AMONG OTHER THINGS, YOU MUST PAY ALL CHARGES OF ANY LONG DISTANCE COMPANY, WHICH CARRIES YOUR CALLS. EVEN IF WE CONNECT YOUR CALL TO A LONG DISTANCE COMPANY OTHER THAN THE ONE YOU REQUEST, YOU ALSO AGREE TO PAY OUR REASONABLE ATTORNEYS' AND EXPERT WITNESS FEES AND COSTS INCURRED IN ENFORCING THIS AGREEMENT THROUGH ANY APPEAL PROCESS. THIS PARAGRAPH SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

c. No Warranties. WE MAKE NO EXPRESS WARRANTY REGARDING THE SERVICE OR THE DEVICE AND DISCLAIM ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WE DO NOT AUTHORIZE ANYONE TO MAKE ANY WARRANTY ON OUR BEHALF AND YOU SHOULD NOT RELY ON ANY SUCH STATEMENT. WE ARE NOT THE MANUFACTURER OF THE DEVICE AND ANY STATEMENT REGARDING IT SHOULD NOT BE INTERPRETED AS A WARRANTY. THIS PARAGRAPH SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

5. RESOLUTION OF DISPUTES

Please read this section carefully. It affects rights that you may otherwise have. It provides for resolution of most disputes through arbitration instead of court trials and class actions. Arbitration is final and binding and subject to only very limited review by a court. This arbitration clause shall survive termination of this agreement.

a. Binding Arbitration. This provision is intended to be interpreted broadly to encompass all disputes or claims arising out of our relationship. Any dispute or claim, including those against any of our subsidiary, parent or affiliate companies, arising out of or relating to this Agreement, our Privacy Policy or the Service or any equipment used in connection with the Service (whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory) will be resolved by binding arbitration except that (1) you may take claims to small claims court if they qualify for hearing by such a court, or (2) you or we may choose to pursue claims in court if the claims relate solely to the collection of any debts you owe to us.

b. Arbitration Procedures. You must first present any claim or dispute to us by contacting Customer Care to allow us an opportunity to resolve the dispute. You may request arbitration if your claim or dispute cannot be resolved within 60 days. The arbitration of any dispute or claim shall be conducted in accordance with the American Arbitration Association ("AAA") under the Wireless Industry Arbitration Rules ("WIA Rules"), as modified by this Agreement. The WIA Rules and information about arbitration and fees are available upon request from the AAA online at www.adr.org. You and we agree that this Agreement evidences a transaction in interstate commerce and this arbitration provision will be interpreted and enforced in accordance with the Federal Arbitration Act and federal arbitration law. Unless you and we agree otherwise, any arbitration will take place in the county seat for the county in which your billing address is located. At either party's election, the arbitration shall be held telephonically. An arbitrator may award any relief or damages (including injunctive or declaratory relief) that a court could award, except an arbitrator may not award relief in excess of or contrary to what this Agreement provides and may not order relief on a consolidated, class wide or representative basis. In any arbitration applying the WIA

Rules applicable to large/complex cases, the Arbitrators must also apply the Federal Rules of Evidence, and the losing party may have the award reviewed in accordance with the review procedures set forth in the WIA Rules. Judgment on any arbitration award may be entered in any court having proper jurisdiction. If any portion of this arbitration clause is determined by a court to be inapplicable or invalid, then the remainder shall still be given full force and effect.

c. Costs of Arbitration. For claims of less than \$1,000, you will be obligated to pay \$25 and we will pay all other administrative costs and fees. For claims over \$1,000 but under \$75,000, you will be obligated to pay your share of the arbitration fees, but no more than the equivalent court filing fee for a court action filed in the jurisdiction where your billing address is located. For arbitrations in excess of \$75,000, all administrative fees and expenses of arbitration will be divided equally between you and us. In all arbitrations, each party will bear the expense of its own counsel, experts, witnesses and preparation and presentation of evidence at the arbitration.

d. Waiver of Class Actions. By this Agreement, both you and we are waiving certain rights to litigate disputes in court. You and we both agree that any arbitration will be conducted on an individual basis and not on a consolidated, class wide or representative basis. If for any reason this arbitration clause is deemed inapplicable or invalid, or to the extent this arbitration clause allows for litigation of disputes in court, you and we both waive, to the fullest extent allowed by law, any right to pursue any claims on a class or consolidated basis or in a representative capacity.

e. Limitations Period. Any arbitration or legal action with respect to any and all claims or causes of action related to or arising out of this Agreement must be brought within two years after the cause of action arises, or within the applicable statutory period of time, whichever is shorter. This limitations period does not apply to any given cause of action when the statutory limitations period for that cause of action cannot be waived, restricted or otherwise limited by you.

6. MISCELLANEOUS

a. Privacy. We are not liable for any lack of privacy, which may be experienced with regard to the Service. You authorize our monitoring and recording of calls to us concerning your account or the Service and consent to our use of automatic dialing equipment to contact you. We have the right to intercept and disclose any transmissions over our facilities in order to protect our rights or property.

b. Assignment. We may assign all or part of this Agreement without notice to you, which shall release us from any and all liability arising under this Agreement. You may not assign this Agreement without our prior written consent.

c. Notices. Written notices are considered delivered and shall be effective when we send them by email to any email address you have provided to us or 3 days following the date deposited in the U.S. Mail addressed to your address as kept in our files. You are responsible for notifying us of any changes in your address(es). Written notice to us shall be effective when directed to our Customer Care Department and received at our address. Your notice must specify your account number and Service Number. Oral notices shall be deemed effective on the date reflected in our records. We will not give you notice of any subpoenas or court orders related to your account or use of Service unless required by law.

d. Exclusivity. During the Term of the Agreement, you will not authorize any Cincinnati Bell Wireless competitor to engage in sales or marketing

activities on your premises or any of your members' premises.

e. Force Majeure. Notwithstanding anything else in this Agreement, no default, delay or failure to perform on the part of Cincinnati Bell Wireless shall be considered a breach of this Agreement if such default, delay or failure to perform is shown to be due to causes beyond our reasonable control, including but not limited to causes such as strikes, lockouts or other labor disputes; riots, civil disturbances, actions or inactions of governmental authorities or suppliers; epidemics, war, embargoes, severe weather, fire, earthquakes, acts of God or the public enemy or nuclear disasters.

f. Entire Agreement. These General Terms and Conditions, together with any other documents directly or indirectly made a part of these General Terms and Conditions, represent the entire agreement between you and us, which may only be amended as described in this Agreement. This Agreement supersedes any inconsistent or additional promises made to you by any of our representatives, agents or dealers. If any part of this Agreement is found invalid, the balance of the Agreement remains enforceable. If you have entered into a written contract with us, signed by you or your authorized representative, the terms of the contractual agreement shall govern and shall supercede any inconsistent terms set forth in these General Terms and Conditions.

g. Governing Laws. This Agreement is subject to applicable federal laws, federal or state tariffs, if any, and will be governed by the laws of the state of Ohio without regard to choice of law provisions. Where our Service terms and conditions are regulated by a state agency or the FCC, the regulations are available for your inspection; if there is any inconsistency between this Agreement and those regulations, this Agreement shall be deemed amended as necessary to conform to such regulations.

h. Other Cincinnati Bell Services. You may have received special promotions or discounts on other services offered by Cincinnati Bell Wireless affiliates in connection with the purchase of certain wireless services. These promotions or discounts may terminate upon termination of this Agreement.

i. No Waiver. No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent is in writing and signed by the party claimed to have waived or consented. Any consent by either party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

j. Partial Invalidity. If any term or provision of this Agreement operates or would prospectively operate to invalidate this Agreement in whole or in part, then such term or provision only will be void to the extent of such invalidity, and the remainder of this Agreement shall remain in full force and effect; provided, however, that if such term or provision constitutes the essence of this Agreement, then this Agreement shall be deemed terminated without such termination constituting a breach herein.

Wireless Phone Number

Password

Sales Representative

Sales Representative's Phone Number